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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1	6/3/02	Customer complained that a male operator he had requested to make his call had hung up on him.	6/3/02	The supervisor apologized for the problem and filed a report.
			6/6/02	Manager talked with the CA, but he could not remember any such disconnect. Call procedures were reviewed.
2	6/19/02	The customer talked with a manager to say that one of the CA s and a supervisor would not comply with her request to use her personal profile entered under another number since she was not at that profile number.	6/24/02	The manager talked with the CA involved. She had misunderstood the customer's request, and thought she wanted that second number added to her profile.
			6/25/02	The manager talked with the supervisor, and she said the CA told her the customer wanted to add this number to the profile. This cannot be done by the CA, so that is why she had told the customer it was not possible to accommodate the request.
			6/25/02	The manager called the customer back to let her know the real problem was a misunderstanding of the request.
			6/25/02	The manager met with the CA and supervisor to review customer profile information and procedures.
3	6/20/02	Customer called in to complain that when he had called his mother earlier, his mother told him that the CA was very rude and "had a hateful voice". He wanted to make us aware that he and his mother felt the CA's attitude was unnecessary and unappreciated.	6/20/02	The supervisor apologized for any unprofessional service and said that we would make a report of his complaint.
			6/21/02	The manager talked with the CA who did not remember any call where there was a problem. The CA did not think she had been rude or unprofessional to any customer. She thought

TRS COMPLAINT LOG
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June 1, 2002 - May 31, 2003

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				the customer may have misunderstood. The manager coached the CA on professional voice tone.
4	6/22/02	The customer told a supervisor that the CA was rude and hung up on her	6/24/02	Manager talked with the CA named in the complaint. He did not feel he had incorrectly disconnected any customer. The manager also had a note from another CA commenting that the called parties often hung up on this customer. The customer may have misunderstood the called party's hang-ups.
5	6/21/02	The VCO customer complained that the CAs were not waiting for him to type GA. His personal profile is set up to answer VCO when he calls into relay.	6/21/02	The supervisor got on line with the customer and asked if he would prefer his profile to be changed to answer TTY, so the CA s would not respond until he typed GA. However after asking this question several times, the customer did not respond, so the profile was not changed.
6	6/22/02	The customer called to report he had not received the relay greeting asking him to hold.	6/24/02	A manager made several test calls and found the relay greeting was functioning normally.
7	6/23/02	The customer spoke with a supervisor to complain about the relay procedure which alerts the customer when an answering machine has been reached. He said because his profile specifically says he wants no recorded messages typed to him, then he should never be informed when one is reached.	6/23/02	The supervisor explained that this procedure was part of the contractual agreement to alert all customers when an answering machine or recorded message has been reached.

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8	6/24/02	The customer said they had asked the CA to hold while they looked up a number and the CA hung up on them.	6/24/02	The supervisor said she would talk to the CA and the customer thanked her and hung up. The supervisor spoke to the CA who said she did not recall disconnecting any one like this. Call procedures were reviewed.
9	6/30/02	The customer said that the supervisor insulted him and she always does because she "will always tell me it's my fault when she isn't even part of the conversation and she doesn't even know what is going on."	6/30/02	The supervisor said she would file a report to make sure the area manager was told about it. The customer thanked the supervisor and hung up, subsequently filing the report.
			6/30/02	Manager spoke to the supervisor who said she does not treat this customer in this manner.
10	6/30/02	The customer said the CA was rude to him. He said the CA asked him 3 times for the area code when it was a local call. Then the CA hung up on him.	6/30/02	The supervisor apologized to him and told him that a report would be written up. The customer thanked the supervisor and said he appreciated it. No CA number given, so not able to pursue.
11	7/7/02	The customer told the supervisor that the CA never acknowledged she had received the number to dial since the CA never typed "thank you dialing pls hd or hold or dots or anything", so the customer had hung up. The customer stated he has had trouble with this CA before	7/7/02	The supervisor told him she would pass along the information to the CA's manager and apologized for what had happened. The customer thanked the supervisor and was ready to make a call.
			7/15/02	The center's director sent an e mail to the customer to investigate the problem. The customer is not sure if it is his equipment not connecting or the CA is not sending the message. When speaking to the CA, she said she did send the dialing message.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

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12	7/8/02	The customer complained that when they called into relay they didn't have the number they wanted to call and asked the CA to hold just a second while they got the number and the CA told them to call back when they had the number and then hung up.	7/8/02	The supervisor apologized for this and told the customer she would report it for them. The customer thanked the supervisor and said he appreciated it.
			7/15/02	A manager met with the CA, but she did not remember that she had given this advice to any customer. Manager did review with the CA some methods that may avoid this misunderstanding in the future.
13	7/10/02	The customer wanted to know why it took some CA's so long to dial out when it was supposed to be only 10 seconds.	7/10/02	The supervisor explained that some times the equipment may lock up and make it impossible to make the call in 10 seconds. The supervisor said that the center's manager would call him back via the relay or e-mail him directly since he asked to speak to a manager directly. The customer said thanks, and asked to have the CA make another call for him.
			7/16/02	The center director sent an e-mail to the customer for clarification on the problem. The customer replied that he was not getting the dialing message from the CA. Again he was not sure if it was his equipment or the CA was not sending it. After interviewing the CA, she indicated that she had sent the "...dialing..." message. Manager reviewed call set up procedures.
14	7/11/02	The HCO customer asked to speak to a supervisor. The customer wanted to know why, when he dials the 800 # for the relay, instead of the CA answering at the regular time he hears a clicking on the	7/11/02	The supervisor apologized and explained he wasn't sure why this was happening to him but that the supervisor would talk to the manager in charge of equipment and see if we could figure it out. The customer did not want a call back and said he

TRS COMPLAINT LOG
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Reporting Period
June 1, 2002 - May 31, 2003

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		line and then gets disconnected before he gets service.		would just keep making calls and see if the problem kept happening. The supervisor apologized and thanked him for letting us know there was a problem.
			7/15/02	The equipment manager investigated the customer's problem, but could not isolate any cause for trouble connecting to the KRC.
15	7/13/02	Customer spoke to a supervisor and said they felt they should not be charged for an intrastate toll call when he had been on hold for a long time. Supervisor explained he would need to speak to the "0" operator to report this.	7/13/02	Supervisor gave the call back to the CA who then connected the customer to the toll operator for his credit request.
16	7/14/02	The customer requested to speak to a supervisor and wanted to know why "Since June 30th digital cell phones are now compatible with all TTY calls but I have problems with KRC". The customer said his calls are garbled with KRC but not with other relays.	7/14/02	The supervisor apologized and told him she was not sure about his problem, but would have a manager call him back about this on Monday. He asked if the answer could be e mail, then he would call them back later. Supervisor took his phone and email information to give to manager.
			7/16/02	A center manager sent the customer an email to get further details on the exact nature of his problem. As of 7/31/02, the customer has not replied to the e mail.
17	7/15/02	Customer asked a CA for a manager to call her back regarding the answering machine procedure.	7/16/02	A manager in the center called the customer. She said that she felt the new procedure needed to let customers know first thing who/what has been reached. She felt it wasted time to use the new procedure of asking if they wanted to see the full message. The manager said KRC was working with KRSI to see if there could be some adjust-

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Reporting Period
June 1, 2002 - May 31, 2003

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				ments made. She said there was a group of users that would be coming to the next advisory meeting and would discuss it further. The customer said she appreciated the call back.
18	7/21/02	The customer was yelling at the top of his lungs about getting paid and something about social security. The customer then went on to say he felt he should get paid by the KRC for being a relay CA since no one here knows what they are doing. The customer went on to explain the last 2 CA s he has gotten have tried to place a long distance call for him and the number was busy. The customer said CA redialed the number twice and this was not correct, he had not ask them to redial. The customer continued to yell for approximately 5 more minutes and ended his conversation by saying "he wanted everyone to stay out of his business and he meant it and that's all I have to say." He then disconnected.	7/21/02	The customer disconnected before the supervisor could say anything. The supervisor did fill out the customer contact report for KRC and KRSI files.
19	7/26/02	The customer spoke to the supervisor and said he had been hung up on 4 times. He said he was tired of it and if it happened again, he was coming up to the relay and speak with us face to face.	7/26/02	The supervisor was unable to check out his specific complaint since he could not provide any CA numbers. She did fill out the customer complaint form for KRC and KRSI records.
20	7/30/02	The customer asked to speak to a supervisor. She said on a previous call, the CA had been rude to her. She did not have the number of the CA.	7/30/02	The supervisor was unable to follow up on this since the customer had not been given a CA number. She did apologize for any trouble and filled out the customer complaint form for KRC and KRSI.

TRS COMPLAINT LOG
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June 1, 2002 - May 31, 2003

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21	7/30/02	The customer requested to speak to a supervisor. She reported that a CA (and gave the number) had hung up on her.	7/30/02	The supervisor filed the customer contact form for KRC and KRSI.
			8/2/02	The CA's manager spoke to her about the call. She said the customer had called to a voice party who hung up right after she announced it as a relay call. She explained to the customer, but felt the customer misunderstood that it was the called party who had hung up on her, not the CA.
22	8/2/02	The customer reported that a CA had hung up on him. The customer said when he called in he told the CA that when she dialed the number she would probably get an answering machine and all he wanted her to type when it was over was beep. The customer said when the answering machine finished the CA typed beep and then VCO on GA. He then asked the CA if she could read.	8/2/02	The supervisor was called over by the CA to discuss a call she had just hung up on. She explained that the customer became very irate and began cursing at her, so she did disconnect the call, following harassment policy guidelines.
23	8/5/02	The customer said he had just tried to call into the relay and the CA didn't answer him. He said he saw the "XXF here VCO on GA" print across his screen and he waited for the CA to type something but she never did	8/5/02	The supervisor spoke to the CA and she said she answered with "xxxF here VCO on GA" and switched over to listen. She waited for him to give her a number but he never said anything. The system cycled through to ASCII, checking for a modem connection. By the time it had recycled to the customer again, he had hung up.

Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

8 of 39

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
25	8/10/02	The customer complained that the CA had called a radio station for him and then said the radio station answered and then said it was a recording and he was confused. When he asked the CA what happened he said the CA hung up on him.	8/10/02	The supervisor apologized and said she would write up a complaint and give it to a manager. The customer said he appreciated it and hung up.
			8/14/02	The CA's manager spoke with her regarding this issue. She remembered that the customer has in his personal profile that he does not want to receive any typed information from answering machines. The CA reached an answering machine, and did not type the message. The customer became very angry and started to swear at her. She then disconnected, as is allowed per the harassment policy.
26	8/19/02	The customer complained that everytime he gets this CA he has problems. He always has to repeat several times what he wants. The latest thing was he tried to call his sister and the CA said that she got a recorded message saying the number had been disconnected. The customer said she was lying because it was his sister's number.	8/19/02	The supervisor apologized about the problem and said it would be reported to her manager. The customer was thankful and wanted to make another call.
			8/20/02	The CA's manager met with her to discuss this call. She had dialed the number provided by the customer, and had received the phone company recording saying it had been disconnected. The customer was very upset, and immediately hung up from the CA's position.
27	8/30/02	The customer said they were having trouble with a CA. The customer stated they were going to give the CA another number to dial and the CA hung up on them.	8/30/02	The supervisor apologized for the problem and said they would talk to the CA about it. The supervisor talked to the CA and she stated she asked several times if the customer wanted to make another call and got no response so she finally disconnected. Another CA stated she had placed the call for this customer and when the call was in progress, she got a message saying

TRS COMPLAINT LOG
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				the customer had disconnected. Not sure if there is a problem with the customer's equipment or what happened.
28	9/2/02	The customer said when they gave the CA the number to call she hung up "and she did not wait and few times I told her must to wait when I give her number but she did not listen to me and wait when I type. She hung up and I told her but she not listen."	9/2/02	The supervisor apologized for any inconvenience they had experienced and asked if they wanted to make subsequent calls. They did not. Since the customer did not provide any CA nbr., it was not possible to investigate further.
29	9/5/02	The customer said she called the relay and gave the CA the number to call and she reported the number was busy. The customer asked the CA to try again, and the CA told the customer the number was still busy. The CA informed the customer that the relay was currently very busy. The customer said she was busy too and did need to call again. The CA typed "bye sk" The customer dialed back to the relay, gave the other CA the same number and got through. She then asked to speak to a supervisor to report the first CA, and said she thought the first CA was in a bad mood.	9/5/02 9/6/02	The supervisor apologized for the trouble with the CA and said sorry she had to call back in to the relay to place her call. The customer said thank you and disconnected. Manager met with CA, but she could not recall the incident. The policy regarding retrying busy numbers upon customer request was reviewed.
30	9/8/02	The customer said he had told the CA to type just "beep" and "GA" and that the CA had not done what he had asked. The customer then started shouting that the CA s never follow his instructions and that he was going to call the head of the KRSI board and SWB offices in St. Louis to tell them about this. The customer said	9/8/02	The CA called the supervisor over to let us know that the customer had hung up on her. The customer had told the CA if there was an answering machine to type "beep vco on" and "GA" The CA said that is what she did and the customer started yelling at her and telling her he didn't want her to type "vco on". The CA said the customer then hung up on her.

TRS COMPLAINT LOG
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		something about the CA's always asking him if he wants another call, then the customer said "Thank you bye" and disconnected.		
31	9/12/02	The customer wanted to complain saying the CA was very rude. The customer asked the CA to dial a number and the CA kept asking for a Long Distance company. The customer said it was a local call, and repeated the number to the CA but the CA would not place the call saying he needed a long distance carrier.	9/12/02	The supervisor thanked the customer for calling to let us know and said we would talk to the CA about the call.
			9/12/02	The supervisor spoke with the CA, who said the equipment showed it was long distance, so the CA asked for a COC, then the customer hung up. Just a minute or two later the customer called back in and got the same CA, and gave the same number to call and again it came up in the computer as Long Distance. The CA informed the customer that a long distance carrier was needed in order to place the call. The customer then hung up.
32	9/14/02	The customer called in and said her 11 year old son uses a TTY and he had called her. After they hung up he called her back 10 minutes later and asked her "mom did I call you stupid"? She told him no, and asked him why he thought that and he said because after you hung up the CA called me stupid. The customer said they do not have a tape in the TTY yet so she couldn't give me the CA number. She said her son is very bright and she never wants him to hesitate to call her because of what a CA may say to him or how he is treated. Later the customer called back and said her son told her when the call ended the	9/14/02	The supervisor sincerely apologized to the customer and told her that a manager would look into the incident and call her back. The customer thanked me and said goodbye.
			9/19/02	A manager called to the customer's residence and got an answering machine. She left call back information, but the customer did not return her call. There had been no CA number given, so it was not possible to investigate further.

TRS COMPLAINT LOG
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Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		CA typed 3 words to him "you are stupid". Then the CA hung up no SKSK nothing. The customer said when she got the first call the CA didn't announce the call as usual. All the CA said was this is a relay call.		
33	9/22/02	The customer said the CA didn't handle the call correctly. He said the CA doesn't know the difference between voice mail and an answering machine. He said the CA called a number and reported it as voice mail. He said it could not have been voice mail, and yelled saying we didn't know the difference. He said the supervisor was taking the CA's side because she was a friend. He also said the CA typed out the message and she was not supposed to (per his profile). The supervisor looked at the screen and could not see that any message had been typed.	9/22/02	The supervisor offered to have the CA try the call again if he wanted to leave a message or if he wanted to try to reach someone again. He yelled and cursed at the supervisor, who then did disconnect as allowed in the harassment policy.
34	9/22/02	The customer asked to speak to a "real supervisor".	9/22/02	The supervisor came on line and identified as the on duty supervisor. The customer called the supervisor "a queer", so the supervisor did disconnect the line.
35	10/2/02	The customer asked the CA how long she had worked at the relay. The CA told him she was sorry, but it was against KRC policy to answer personal questions. The customer then started yelling at her, saying she had interrupted him during the call.	10/2/02	The CA said the customer had said GA and then the voice person started talking so the CA started typing what was said. The supervisor took over the call and apologized for any confusion and the customer started yelling at the supervisor saying he was not confused and that the supervisor should not have taken over the call since the supervisor does not know the entire call. The customer also stated that he was

TRS COMPLAINT LOG
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Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				going to report the supervisor to the area manager's boss. The customer also stated that he was going to get a VCR and record his calls so that when the supervisor talked to him he would have proof the supervisor was not doing the job right.
36	10/4/02	The customer said she was on SBCLD and she is supposed to be on a 10 cent per minute rate plan. She said her recent bill she had just received was more like 22 to 24 cents per minute.	10/4/02	The manager called to explain that she would check with the business office but currently the system can not honor other long distance company's rate plans. The manager explained how the Kansas contract established the rates for toll calls to be billed. She apologized and did advise that there would be a new billing system installed as of April 2003 in which toll calls would be passed onto her carrier of choice and then her toll calls would be rated and billed by that carrier. She also explained that toll calls had not been billed for a period of time, so maybe that was why the bill seemed larger now. The manager did check rates with internal facilities, and also mailed copies of toll statements received to the business office.
37	10/6/02	The customer said he was going to contact John Ataberry at the Regional Customer Service Office in St. Louis, The Kansas Corporation Commission, the Wichita Newspaper and sending a certified letter to SWB's CEO. He complained that the CA did not handle his call correctly because he had the CA call the ABC sports line and was told the line was busy. The customer claims that not once in all the years he has been calling the sports desks have the lines ever been busy and that the	10/6/02	The supervisor reported the complaint to the management team, but no follow up was deemed necessary.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

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		CA told him that just to piss him off and the CA did a damn good job of doing that. The customer also accused the CA of not letting him know what was going on with the call before she lied to him and said the number was busy. The customer also demanded that the area manager should contact him by e-mail immediately about our incompetent CA s.		
38	10/7/02	The customer called the area manager directly on the TTY to ask about her concern with dialing 711. She said she called her aunt at 4 AM in the morning by dialing 711 first to reach the relay, then had the relay call her aunt. A few minutes later the police showed up at her front door and rang the doorbell to see if she was alright. The customer thought maybe there was something wrong with the 711 connection that would be translated as 911.	10/7/02	After discussing this with the customer it was determined that her dialing 711 did reach the relay without problems and the police appearance was an isolated incident. It was decided she would try it a few more times, and would make sure to contact the center again if she experienced any further problems.
39	10/13/02	The customer complained that he had just called into the relay minutes before and the CA had tried the same call for him, but lied to him when she reported the line was busy. The customer demanded an immediate response from the area manager about what he intends to do with this CA, or he will go outside normal channels to take care of the matter.	10/13/02	The supervisor said she would report his complaint to a manager. The CA answering this call told the supervisor that when the customer called back in and asked for a supervisor he also asked this CA if CA number 645 was working today. The CA did not respond to his question but rang for the supervisor.
			10/16/02	The manager changed this CA's number, and since that time this customer has had no complaints against this CA.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
40	10/14/02	The voice customer, a middle school teacher called her deaf student on 10/11 via the relay. She said the spelling and spacing on the call was very bad with about 50 to 60 errors on the 10 min. call. The customer said it was so bad she will have to go over it with her student to be sure he understood what she said. She said she is trying to teach her students grammar (reading and writing), and this is not good. The customer said she did change CA s, but the new CA did not give a CA number.	10/14/02	The supervisor advised that we do a lot of abbreviations. The customer offered to send a copy of the TTY tape of the conversation so we could see how bad it was. The supervisor thanked her for letting us know about this and told her that the CA's manager would be informed.
			10/14/02	Customer provided faxed copy of the TTY tape, and the managers reviewed it. It was deemed "legible" and "understandable" by the managers. There were some typos, but not so extensive as to be misunderstood, and not to the extent that was implied.
41	10/14/02	The supervisor took over the call and the customer was yelling and screaming. The customer said that SWB/RELAY are making calls ring back into his line. The phone rings three times and the no one is there. He said that he knows how our CA s time in and when certain CA s time in at the top of the hour it activates a signal in the software that triggers something in the telephone lines that causes his telephone to ring. The customer said that it happened 3 times at 11, 2 and another time he couldn't remember. The customer claims he has been told by our CA s how we clock in and that we have a technical problem that he has been complaining about for 10 months. The customer claims that he has called repair service and the manager of repair service in Wichita is a personal friend of his and has told him that	10/14/02	Manager checked for any technical problems within the system and found none. It was considered a threat of violence, so this was turned over to the SBC Southwest Internal Asset Protection department.
			10/15/02	The customer called in and said that he had talked to his priest today and the priest told him that he has been forgiven by God. The customer said now he has to square things with people here on earth and seek forgiveness. He said "the relay is tops with me and I want to know can I start over with relay." He said "you don't deserve the reputation I've put on you now and before and believe me I have. I'm a nasty sucker when I get this way. I sent out some nasty letters today and I need to square things with people who have heard from me, St. Louis, Chicago, the Relay. My family

TRS COMPLAINT LOG
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June 1, 2002 - May 31, 2003

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		a 2 way call can activate a call to a third number but he doesn't have third number capabilities. That is how he knows it is our fault. He also said that last Monday and Tuesday he had his telephone wires outside his house changed at his request and they installed safety lines. He said he also had his lines checked to see if we had a tap on him. He said they didn't find one and assured me he didn't have one on us. He accused the relay of changing CA' s numbers since 1990 to deliberately confuse him so he won't know who the good CA s are and it makes him furious. He said the CA s that do a good job for him get in trouble and beg him not to say anything about their calls. He said he writes his own letters but does not monitor relay. But, he had people that monitor the relay for him and report back to him and we won't know about it till something like 911 happens to relay in the next 69 days. He continued to say, "it won't be me. You can go ahead and think it's me, I don't really care. Go ahead and think so."	10/22/02	has been on my case and justifiably so when I get this way. I won't call anymore nasty names or accuse the Relay like I've been doing. I'll gladly do my share and try to do better, but I have human weaknesses and I may fail. I hope I'll never do it again but if I do, I want you to tell me about it and tell me to get my act together. Please tell D..., the managers, SA s, and CA s I apologize and I will try never to do it again. I've had to swallow things about this and it hasn't been easy, but I will try to do better."
42	10/20/02	The customer explained that he had called the relay and voiced a number to the CA but received nothing on his screen. He claims he had trouble with the same CA the day before.	10/20/02	A CA had called the supervisor over to inform her that she had just received a call from this customer, but it had cycled through 3 times with no connection. The CA mentioned that she could hear the customer's modem, or attempt to connect, but could not connect nonetheless. When the supervisor took over the call from the other CA, the supervisor simply typed what the

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				CA had just told her about having trouble connecting to the customer. The customer said the current CA had no trouble connecting, and then asked for the CA to return to the line to make a call.
43	10/29/02	A CA rang for a supervisor to take over the call. The customer said she had called this morning and gave the CA the number to call to her husband. An answering machine was reached, and she wanted to leave a message. The customer said her husband never got the message. She had an appointment to go to, and she wanted her husband to pick her up, but she had missed her appointment because he did not get her message.	10/29/02	The supervisor apologized for the inconvenience and asked the customer what time she had called this morning and she replied between 9 or 10 AM. The supervisor also asked if she had gotten the CA # and she said no. The supervisor asked if she had stayed on the line while the CA left the message and she replied yes because the CA had said "msg left another call?" Supervisor asked for the from number, but she didn't know it. The supervisor apologized; the customer said not to worry.
			11/5/02	A manager searched the billing files, but could not find a record of the call or any CA number.
44	11/1/02	The customer was complaining that the CA had called twice on a busy signal. He wants it put in his profile to only call once. He told the supervisor that he wanted an e mail from SBC reg. a mandate that relay is to function the same as normal phone calls, and he never asked for a profile that he has to pay for.	11/1/02	The supervisor explained that the CA was trained to handle busy signals by calling twice. The supervisor explained to him again that his profile note field is full and can hold no more special instructions. The customer became very angry and said he knew it could be done. The supervisor said we would check to see if his request could be accommodated.
			11/1/02	The customer's profile was checked and the note field was full, so we were not able to add this information.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
45	11/1/02	The customer was complaining about the CA calling twice on a busy signal. He was talking about recording conversations and the supervisor thought he meant we were recording his conversations.	11/1/02	The supervisor explained that we do not record his conversations. The customer wanted to dictate a letter or document and wanted the supervisor to write it down verbatim and deliver it to Relay and management. The supervisor said it was practically impossible to take dictation verbatim over the relay from a VCO. She suggested he should submit his correspondence by mail to the relay center or send the manager an e-mail. The customer didn't like what the supervisor said and started yelling very abusively, and then he hung up.
46	11/1/02	The customer said he wanted the supervisor to leave a message for the area mgr. He wanted to know "if the SA's can give a customer their opinion, why can't a customer give the SA's his opinion?"	11/1/02	The supervisor told the customer that a message would be left for the area manager. The customer said that was all he wanted.
47	11/3/02	The customer called in and ask for a specific supervisor. When he came on line, the customer was very angry and started yelling that the supervisor had told him that "That's the way it is. That's the way it's going to be, and you can't do anything about it." He said he is taping all of our conversations and plays them on his VCR. He said that if SBC was going to call him up and rebuke him, he was going to be ready.	11/3/02	The supervisor had no idea what he was referring to. Then the customer referred back to the call the supervisor had taken previously when he made reference to taping conversations. He had asked the CA if she knew her conversation was being recorded. Since the supervisor could not really understand the nature of the complaint, no follow up was deemed necessary.
48	11/3/02	A customer from a Family Practice called to say that CA9571F was rude and would not hold when she was asked to. She said the CA kept talking and would not let her speak. The customer asked	11/3/02	The supervisor apologized for the problems she had and assured her that it would be taken care of. The supervisor checked the CA number list and we do not have any number 9571f. All our numbers

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		if it was an emergency and that she had other patients waiting the CA would not respond and kept on talking. The call was not an emergency and several patients had to wait because the CA would not let her talk. The customer said she uses relay often and this was the rudest CA ever.	11/13/02	are in the 600's. The customer insisted that 9571f was the CA's number. A manager called her and talked to her to explain that she had probably used another center. She said she talked to the office manager and found it was not our center that handled the call for them.
49	11/6/02	The customer said his daughter (a VCO user) had tried to call him around 11AM this morning because his wife is having liver surgery. When the CA called the number provided, she reached an answering machine. When the answering machine picked up the CA was heard saying "Jesus Christ" and then there was a noise. While his daughter was leaving a message for him saying "I don't know where you're at," the CA was heard saying "Who cares where he's at," on the answering machine. The customer said he found this very offensive and provided the number his daughter was calling from.	11/6/02 11/14/02	The supervisor apologized to the customer and told him she would type up a report and give it to a manager. The customer thanked the supervisor saying he is always satisfied with Relay's service and was shocked when this happened. The customer said he would keep the tape from the answering machine if needed, and asked if someone would call him back to let him know how the problem was resolved. The supervisor apologized again and told him a manager would call him back. A manager called the customer and got a copy of the TTY tape which included the CA's number.
			11/21/02	The manager met with the CA and began disciplinary action for such inappropriate customer service.
50	11/7/02	The customer said that the CA hung up when he said goodbye but he thought he was saying goodbye to the DA operator since the CA didn't type sksk. He was upset that the CA hung up on him.	11/7/02	The supervisor apologized to him and said she would report it but he was still upset because the supervisor wouldn't go find out who the CA was and get the phone number that DA had given to them. The supervisor offered to call DA again to get the number. He declined the offer and hung up.
51	11/8/02	The customer said that the CA hung up on him all week.	11/8/02	The supervisor apologized for the problem and agreed to speak with the CA. The supervisor also

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				suggested that perhaps there could have been equipment problems also, again apologized and offered other call which he accepted.
			11/11/02	The manager spoke with the CA named in the complaint. She did not recognize the number or remember any disconnection problems. The equipment manager found no equipment problems.
52	11/11/02	The customer said the CA dialed a number for him and it rang three times then stopped. The customer waited and waited for the ringing to continue and finally he typed GA GA GA to find out what was happening. CA did not answer so the customer typed "hey are you there!" Still no answer and typed GA GA GA. The CA finally said "if you don't treat me nice I'll not continue." Customer responded that it was her problem for not being responsive to him.	11/11/02	The supervisor apologized to the customer and said a report would be made to the CA's manager.
			11/21/02	The manager included this complaint in the disciplinary action for this CA.
53	11/13/02	The customer complained that 2 CA's did not handle his calls correctly. He was looking for a listing for his newly married niece.	11/13/02	Both CA s had reported to the supervisor that they could not understand the customer. The supervisor came on line and also had some difficulty getting the name the customer was voicing. The customer said to make sure this was documented. The CA then was able to place the call for him.
54	11/24/02	The customer said the CA had called a number for him and then typed that the person had hung up. The customer said the CA typed sksk and then typed ga or sk and he didn't know what was going on. The customer said the CA hung up on him, and she does this a lot.	11/24/02	The supervisor apologized to the customer and said she would talk to the CA. The supervisor talked to the CA and she said when he called in to her he told her to place a call to the sports department, he wanted her to tell them he wanted to talk to them "real quick". When she called and announced relay the person said they were on deadline and didn't

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				have time to talk, and then hung up. The CA typed to him what the person said and that the person had hung up, and he started yelling at her. Then the CA asked if he wanted to make another call and he continued to yell at her so she did disconnect.
55	11/26/02	The customer said she usually never has a problem with the relay but "when I end a conversation with someone, I put sk then ask CA to call another number quickly that I didn't want to wait for someone's last word. I am in rush sometimes the CA s followed me no problem, but this CA interrupted me to ask if I wanted another call." The customer said "I already gave the number, but I had to repeat it. Then the CA explained I have to wait for someone on line to hang it up. She has to follow the law. I wish she would be flexible and use a common sense. We are about finished so that I don't have to and there are somebody to hang it up quickly."	11/26/02	The supervisor apologized that she had trouble with that call and said she would talk to the CA on the call. The CA said the customer asked her to make another call before the call she was on had disconnected. The CA tried to explain to the customer the rules and that the 1st call was in progress when the customer was wanting to make another call.
			12/9/02	Manager talked to the CA to explain the customer's right to control what happens on calls. She did also review the CA's role in handling calls.
56	11/30/02	The customer said that the CA hung up on him before he could give her the number to call. He said he placed the call at 4:58 PM. The customer also said that it happens every once in a while and he would like for it to stop.	11/30/02	The supervisor apologized for the problem and said she would talk to CA to try and determine what might have been the problem. The supervisor spoke to the CA and she couldn't remember any problems with disconnections for any one. The equipment manager checked and found no equipment problems.
57	11/30/02	The customer complained about the CA because he said it wasn't any of the CA's business to know how much he pays for his pizzas. The customer said he gets a special price from Pizza Hut from their headquarters in Dallas and that its none of	11/30/02	The customer gave no information that could help identify the CA, the time of the call, etc., so no investigation was possible.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		our business how much he pays and the CA has no right to comment on it. The customer also said the CA refused to type SKSK and that he was left holding on the line now knowing what was going on. The customer also said that this was not a complaint he just wanted to let us know.		
58	12/12/02	The customer complained that the CA did not know the difference between an answering machine and voice mail. The customer also claimed that the CA made a call for him and told him there was no answer and he said they always answer. He said the CA typed incorrectly on purpose.	12/12/02	The CA had the supervisor look at the screen with the customer's call on it, and she could not see that the CA had done anything incorrectly.
59	1/1/03	The customer called in wanting to speak to a supervisor. The customer stated he had called in to another CA and gave her specific instructions to call a local number and said if the News Room answers to hang up but if the Sports Department answers the phone he would talk to them. The customer said he had to give the instructions a 2nd time to the CA and the CA asked him to repeat the instructions a 3rd time which he did. The customer stated the CA never responded and he typed several GA's expecting some kind of response. The customer thinks the CA hung up on him since she never responded.	1/1/03	The supervisor said she was sorry he had had problems and that a complaint would be typed up and sent to the CA's manager. The customer did not seem mad, just frustrated. He was okay with the new CA. The CA named in the complaint had not notified anyone of computer problems.
			1/1/03	The equipment manager checked and found no equipment problems.
60	1/6/03	The customer wanted to speak to a supervisor and said he was upset because the CA had typed GA to SK and then the customer said that per St. Louis and our area mgr, that is not right, is only the CA opinion not verbatim, then he claimed he heard a female voice thinking it was the person	1/6/03	The supervisor thanked the customer for the info and asked him if he wanted the CA to make another call for him... he said no thanks he needed to finish his laundry and then customer hung up. The supervisor did talk with the CA and she said the person he called did say GA to SK and so she

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		he had called but instead he claims it was the CA talking voice to voice with him and laughing. He said that was inappropriate too... he was just passing the info on so that the CA could be corrected.		typed verbatim what he said and then he said "bye bye" and hung up. The CA then typed to the customer that his party had hung up. The CA said she had no way to talk to the customer via voice since he is VCO, and she did not laugh at him.
61	1/10/03	The KRSI administrator contacted the Relay Center staff to make us aware of a complaint that their office had received from a customer. The party had wanted to place a TTY to VCO call through the center, but the CA had turned them back saying that type of call could not be placed. The administrator felt that the vendor for relay had said that any type of VCO call could be made. He asked that the staff in the center seek a method to complete this type of call.	2/7/03 3/1/03	A method/procedure was developed to complete TTY to VCO (or vice versa) type of calls. Training of CA's began. Training completed and all CA's are now aware of the procedure for handling all types of VCO calls.
62	1/11/03	The customer called in to say that the CA should not make his phone calls. He called in and the CA said VCO on GA so he gave her the number to call. Nothing happened. He got the CA number and VCO on GA again so again he has the number and again nothing happened. The customer said this CA has had made calls for him the last 3 or 4 times. He has reported her before. He also stated he did not hang up or curse at her, just gave her the number to call. He went on to suggest the CA work and dial numbers like they are supposed to, if not "I guarantee the KRC will be answering to their superiors." Then he hung up.	1/11/03	Seemed customer did not want any action taken, but this report was filed for KRC/KRSI records.
63	1/17/03	The customer was calling with a complaint. She gave her name and that she worked for the Telecommunications Access Program. She said	1/17/03	The complaint was given to a KRC manager who called the customer back for clarification. The billing file had shown 1 call to her number at

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		the CA had not done the call correctly and she had asked for her CA number. The CA asked why she wanted it and she said she was going to make a complaint. The CA accused the customer of getting an attitude and then hung up on the customer.		about 10:30 am, and she confirmed that she was the called party. She gave more specific details on what the CA did, saying she had told her to slow down because she couldn't type that fast. The CA then told her she had an attitude problem, but she thought it was because the CA felt she was now talking too slow. She again asked for the CA's number, the CA asked why, and she said she would file a complaint. At the end of the call, she asked the TTY for their name, and the CA hung up before she could get it. She said the CA did not tell her she was hanging up. The manager said we would talk to the CA and apologized for the bad experience.
			1/23/03	Manager spoke to the CA, and she said the customer seemed very frustrated, but she did not hang up early or refuse to cooperate with the customer or insult her. The manager coached the CA on ways to handle difficult calls.
64	1/22/03	Customer called in to say she had called in to the relay 5 times and had been hung up on each time by the same CA	1/22/03	The supervisor apologized for the problem and assured her we would talk with the CA. The supervisor then asked if she called in 5 times in a row or did she wait. The customer said she did it both ways and also used her announcer and always got hung up on. The supervisor apologized again and also mentioned it was odd that she got same CA each time since we were not busy and calls should rotate. She was okay and placed her call. The supervisor talked with the CA and asked her if she remembered the call she said "oh yes, I had a call like that." She said the call had gone to ASCII; the CA also stated she only got the call once.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
65	1/30/03	The customer said she had called in and asked the CA to dial a call for her and all of a sudden it was hung up. The customer also stated she had called in about a half hour earlier and the same thing happened.	1/30/03 1/30/03	The supervisor said he was sorry this had happened and thanked her for calling back and letting us know. She then had the CA make another call for her. No equipment problems were found.
66	2/1/03	The customer wanted to speak to a supervisor. He then asked for the supervisor's "code" name, and not to give him "the Gettysburg Address." The supervisor repeated her name, and he became very mad, saying he guessed he would not get GA. Several times he said he got no GA, then asked for a different supervisor. Since only one was on duty at that time, we could not comply with his request. He then began to curse very loudly and angrily, so the supervisor did disconnect at that point. He immediately called to relay again, and when the same supervisor came on line at his request, he hung up without stating any complaint.	2/1/03	Supervisor had tried to type GA to the customer but evidently there were some problems in receiving it. Since he called at a time when there was a supervisor on duty, there was nothing more that could be done for this customer at this time. Talked with the CA who had taken the call, and she said he was upset about the GA to SK issue.
67	2/2/03	The customer called in and immediately asked to speak to a supervisor. The supervisor identified herself and asked what she could help him with. He referred to the incident last night 2/1/03 with supervisor he had spoken with. He said she was a CA and he knew it and that she is always abusive to him and never got the supervisor. The supervisor assured him she was a supervisor and asked if he wanted to make a call? He then talked about the GA to SK issue and said St Louis had said we should not be doing it. The supervisor advised that the outreach manager would be calling or e mailing him about this issue.	2/2/03	See the complaint of 2/1/03 for the same details apply here. Not sure what the customer is saying about the issue of the GA to SK, but there have been no directives from anyone in the company anywhere (St Louis or any other location) to change the procedure that all other users of relay use as appropriate relay etiquette to end the call with GA to SK.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
68	2/3/03	The customer said that a CA was rude and had hung up on her. She said she asked the CA for her CA number and that the CA hung up on her. She said the way she got the number was to scroll back on her tdd, that she had made a previous call with the same CA.	2/3/03	The supervisor apologized for the problem and assured her the CA would be spoken to since hanging up was not acceptable. The supervisor did mention that sometimes we had equipment trouble and the customer would not be aware of it, but we would talk with the CA involved. The customer thanked the supervisor and hung up.
			2/4/03	Manager spoke to the CA about the call. She said the customer had asked to dial Directory Assistance for a number, then asked her to dial that number. She had asked the customer to repeat the number because she thought that was the appropriate procedure. The customer had become upset and hung up. Manager did coach the CA that we do make exceptions to that procedure when the number is readily visible on the screen in order to give our customers quality service. The equipment manager had found no equipment problems at that time.
69	2/5/03	The customer called in and asked to speak to a supervisor. He said he had just called into the relay using 711 and the CA he talked to told him that she couldn't place his call since he came in from Missouri. The customer then asked what he could do and the CA just told him she couldn't place his call and then hung up. He didn't get the CA number but he said he had just placed the call a minute or two before he called back in and said the CA was a female and soft spoken.	2/5/03	The supervisor apologized for the problem and told him that it would be reported to the CA's manager. The customer asked how he could get the Missouri Relay and he was given their toll free number.
			2/6/03	Manager called to the customer to explain about the reason for not being able to place the call. The customer said his real problem was the CA's rude behavior. The manager said she would try to find the CA and deal with the problem. Further investigation did not find the CA since a call had not been placed, and there was nothing further that could be done.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
70	2/8/03	The customer called in and asked for a supervisor. The supervisor took over the call and announced he was a supervisor and gave him his name. The customer said I'm sorry I can't read you please repeat. The supervisor typed the info again and he again said he couldn't read the code name and to please repeat. The supervisor repeated the code name to him again and he still could not read it. When the supervisor clicked over to hear the customer he started cursing and the supervisor disconnected.	2/8/03	Seems this was a receiving problem on the customer's equipment, there was no further action required.
71	2/11/03	The customer told me her name and said she had just placed a call through the relay and gave me the CA number. The number called was a wrong number and she asked the CA to dial again. The customer said she asked the CA to redial the number and the CA refused and she asked for the CA's number and she refused to give it.	2/11/03	The supervisor told the customer that the CA had called her over to look at the call on the screen and the CA had redialed the call for her but that it was a wrong number both times. The CA had also given her CA number. The supervisor apologized for the confusion but the customer said "not confusion, that the CA never dialed again for her". She then said "thank you" and disconnected.
			2/11/03	The supervisor had the CA explain what happened. The CA said the called party informed her that the number was a wrong number. The supervisor did concur that the CA had dialed the number that the TTY customer had provided.
72	2/21/03	The customer asked for a supervisor and asked if all CA's had access to profiles at each position. The supervisor answered yes that the CA could tell by the number if there was a profile or not. The customer complained that he has had CA's say to him "oops, I forgot to check."	2/21/03	The supervisor advised him to always get a CA number so we could review the procedure. The customer agreed and hung up. The customer was not complaining about any specific CA.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
73	3/3/03	The customer said the CA did not type a GA when she was supposed to.	3/3/03	The supervisor looked at the screen and from what she could tell the CA did exactly what she was supposed to. The supervisor said she would report it to a manager and customer hung up.
74	3/3/03	The customer said the CA did not know how to do her job correctly.	3/3/03	The supervisor told him it would be reported to the manager. Since there was no specific procedure or policy, the CA and manager could not tell what the customer was complaining about.
75	3/3/03	The customer said that the CA hung up on him to do personal business.	3/3/03	The supervisor said she would report it to a manager.
			3/4/03	Manager met with the CA, but she could not recall any hang-ups, and she was not doing any personal business while on duty.
76	3/6/03	Customer talked to supervisor to say that when she called to relay from her Independent Living Center the TRS center would answer TTY first and not answer voice, but hang up. Customer also filed a formal complaint with KRSI, the KS TRS contract administrating body, saying she felt it was happening too often, and was concerned about customer access to the relay services via either 711 or the 800 number.	3/6/03	Manager tried to call back to the customer's center via TTY, but was never able to access her number through TTY.
			3/7/03	Hearing manager called to the customer's office, but found she was out of office until 3/11/03. Left a message that the relay center had called
			3/11/03	Manager called back to the customer to discuss the issue (and advised her of previous attempts to call her). She said there were a total of 13 different numbers in her office, but she would send the relay a list of all those numbers so they could be entered into the data base to answer voice first at all times. This would make relay more accessible for the greater number of all the disabilities who utilize the relay from her office.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
77	3/8/03	The customer said he thought the CA made a lot of mistakes and asked the supervisor to report this to the management. He said the CA only uses a single "sk", and switches to VCO too soon, then all he gets is a garbled message. The customer then hung up.	3/8/03	The supervisor asked the CA if she had had the customer recently and she said she had him just before going to break. The CA stated she made the call for him and the person who answered was not familiar with the relay so she put the vco customer on hold so she could explain the relay. The CA noticed the monitor light was blinking, meaning the vco customer was talking. When she switched over to vco, the customer was already talking. The voice customer said he didn't understand what the vco customer was talking about. After the call the vco customer started yelling and cussing at the CA, so she did disconnect at that point.
78	3/10/03	The customer said he had a complaint about a CA. He said the CA never places his phone calls, she doesn't use the space bar, and she "doesn't do anything" and he wanted this corrected. He then said thank you, goodbye and hung up	3/10/03	When speaking with the CA, she said he hung up before she was able to place any call for him.
79	3/12/03	The customer said the CA had typed the greeting and vco on GA, but never received a response. He gave the CA number.	3/12/03	The supervisor apologized for the trouble and thanked him for calling in. Before he had called in the CA had called and said she had just had this customer and that when she answered the call went to ASCII so she was not able to respond to the customer and when it cycled back around he had hung up.
80	3/12/03	The customer wanted to make a complaint against a CA. The customer stated when he called to the relay at 1:00 AM he asked her to call to an answering machine, listen to the message, and tell him what the message said. The customer claims when she told him the message she left	3/12/03 3/13/03	The supervisor apologized for all the trouble he had had and thanked him for calling in to let us know. Manager spoke with the CA, but she said she had only tried to give the customer the information he requested. She had not had any calls that she

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		out the hours they were open. The customer told her again what he wanted and he says she gave him the "Gettysburg Address". He hung up and called back in and said no one would answer. He called back in again, got another CA and was able to get the call placed like he wanted it.		had not answered that evening.
81	3/18/03	The customer called in on the Kansas Customer Service Line and stated he had made a call at 3:02pm to say the CA had dialed the wrong number. He stated he called right back in and got another CA and reached the right number.	3/18/03	The supervisor apologized and said the CA probably misdialed. The supervisor thanked the customer for calling in to let us know about the problem.
			3/18/03	When speaking to the CA in question, she did not recall any problems with any customer at that time. The manager reviewed how to advise customers regarding misdialed numbers.
82	3/22/03	The customer approached the outreach manager during a KRSI Advisory Council meeting about the way an emergency call through the relay was handled. She shared a TTY tape of the conversation. She was upset that the relay had not done the appropriate thing for this emergency situation for her friend whose husband subsequently had passed away. It had taken the emergency team 30 min to arrive, and the family was upset that their 911 call through relay had not been handled correctly.	3/22/03	The outreach manager felt that the TTY tape may not have reflected what truly happened. The Council member gave the name of the family's son to call regarding this situation.
			3/25/03	The outreach manager called the family's son, and shared that he felt the PSAP may have been the party responsible for what was showing on the TTY tape since we would have been relaying the call for them. The manager advised that he should call the PSAP and obtain a transcript of the dispatcher's tape, and call back in if he needed to discuss it further.
			3/26/03	The son called the outreach manager to inform him that the dispatcher's taped conversation was very different from the printed TTY tape. The manager

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				asked the son to please forward that PSAP tape so we could investigate the situation more fully. The matter will be fully investigated when the tape arrives.
			5/5/03	After full investigation, the CA was found to have mishandled the situation and was subjected to disciplinary action.
83	3/25/03	Customer called to the relay center and was very upset that SBCLD would not accept relay calls. She felt the relay center should be able to solve this problem for her.	3/26/03	A manager called the customer to explain that the relay center had no mandate or control to force any company to accept relay calls. Each company made that decision internally, and there was no law that required them to handle relay calls. The manager provided other options to the customer, and she told her to call SBCLD and discuss this matter with them.
84	3/26/03	Customer called in and said that she received very rude service and that a customer kept calling her. She wanted the supervisor to tell her who has been calling her.	3/26/03	The supervisor explained there was no way to tell her who had been calling her and she then asked for the supervisor's managers name. She was given a direct number for a relay center manager. She seemed to be saying that someone called her through the relay and was being very rude, but she did not know who the caller was. She wanted the relay center to provide her with the name and number of who was calling her through the relay. The supervisor explained we were legally bound to NOT provide that specific information except by court order. She thanked the supervisor for the manager's contact number.
85	3/28/03	Customer contacted KRSI office and complained that SBCLD will charge her at least 15 cents per minute for calls made through TRS. She wants	4/1/03	The manager of the center wrote to the KRSI office to explain that SBCLD is a separate sub, and is not treated any differently than any other IXC here

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		the relay center to resolve this issue for her.		at the relay center. The customer will have to continue to talk to SBC's marketing/sales department for resolution to this problem.
86	4/3/03	The customer was angry because when we answer him the message now comes on that caller ID will be sent. He wants it removed from his number or he will contact someone to make us remove it.	4/3/03	The supervisor tried to explain to him that this was temporary and that it was programmed for all numbers that called in, and that we could not remove it from just one number. The supervisor apologized and said he understood his anger and a report would be made. The customer started yelling that he reported this 48 hours ago and was told that it would be removed from his number and that if we didn't remove it he would talk to outside agents and force the relay to remove it.
87	4/5/03	The customer was upset with the CA because he claimed he was on his cell phone and dialed 711 and should not be charged long distance for the call he wanted to make. The computer did not show he was on a cell phone.	4/5/03	The CA and the supervisor advised him to call his cell phone company. He refused and claimed the problem must be with the relays (Ks and MO). We offered the MO Relay Number to bill 3rd number or to have a manager call him on Monday. The supervisor apologized many times he said "saying your sorry does not help me make my call" then he hung up.
88	4/5/03	The customer was upset that the CA did not use macro keys (hd to dial), (ringing) when he told her to redial so he could leave a message. The customer complained saying there seemed to be a pattern with this CA hanging up on him. He said it happened twice in the past week.	4/5/03	The supervisor apologized to the customer and asked the CA what happened. The CA said she did exactly what the customer wanted her to do and that was to let him know the beep sounded so he could leave a message. The supervisor asked the CA if she had hung up on him and she said yes. The supervisor asked if he was swearing at her, and she said no but did not intend to continue listening to his abuse.
			4/8/03	Manager spoke to the CA , who explained that the call was completed, and she felt the customer

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
				was harassing her even though he was not using swear words, so she did disconnect the call. The manager did remind the CA that we needed to make sure to serve customer's needs first. She agreed. Manager reviewed the harassment policy with the CA.
89	4/7/03	The customer was upset that the CA could not use CGI as a long distance carrier and was asked to choose a different one. The long distance carrier (CGI) is the one that is used at his place of employment which is in his county's government offices.	4/7/03	The supervisor explained to the customer that it was not our computer problem. The supervisor explained it is the long distance company not allowing Relay access to their lines it is not our computer problem between relay and LD company. The supervisor apologized several times to the customer and also offered he might want to call the long distance company and tell them they want to have access through the relay. The customer said he understood clearly now and apologized for being upset and hung up.
			4/7/03	Manager called to the customer's workplace supervisor of phone services for that office. There was a special code that was provided that will now allow the customer to use CGI through the relay. All CA's and supervisors were informed of this code, and the customer's calls are now able to be placed.
90	4/9/03	Customer called and talked to supervisor about a call she had make some time ago where she felt the CA had broken confidentiality by revealing the content of the call to a family member of the called party.	4/10/03	Manager called the customer to get more details so the situation could be investigated. Customer gave a date and time she thought the call was made.
			4/17/03	Manager called the customer to verify time and date because the CA mentioned was not on duty at the date/time previously given to the manager. Now customer gave just general perimeters to check.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
			4/30/03	Manager spoke with the CA in the complaint. She denied any knowledge of any such action. Said she did not know what the customer was talking about. CA said she did not know any relay customers and had not talked to any one about relay calls. The manager did review the confidentiality policy with the CA.
			4/30/03	Manager called the customer back, and she had decided to drop the situation since the called parties did not want to be involved.
91	4/11/03	The customer had dialed a number that had resulted in being informed that he had reached voice mail/answering machine. He said he hates reaching mail because he was "jumpy on that." The customer also stated we were free to print and discuss his complaint with the Area Manager. He said it was a challenge to us to invent a more neutral term.	4/11/03	The supervisor explained to the customer that it was sometimes hard to know the difference between an answering machine and voice mail and we decided to put the information on the same key. The supervisor thanked him for letting us know his preference, and that the Area Manager would be informed.
			4/16/03	Management team reviewed the procedure, and decided it was appropriate. No changes made.
92	4/13/03	The customer said he wanted a supervisor to give a message to the Area Manager. He was calling & complaining about the caller I.D. message that is now being displayed every time he calls the relay. He said his repeated requests seeking that notation be deleted from his telephone line has been repeatedly refused. "My telephone line was programmed for vco on and I am advised that caller ID had the capability of deletion." He also advised that he has forwarded denied reports to proper personnel who have agreed to represent him.	4/15/03	Area Manager responded with an e-mail to the customer regarding his concern about the caller I.D. He explained that it was our introductory message and this week was the last week of the message and we will revert back to the original greeting sometime during the week of April 20. He explained it was just temporary to run for 3 weeks to assure that we hit the maximum number of people who dial the KRC frequently. He also explained we do not have the technical capability to block it from certain individual numbers only.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
93	4/14/03	The customer said the CA typed a recorded message and then typed (sounds female). He asked the CA why she typed (sounds female) and what happened on the call. The CA typed it was a recording (this customer has in his profile not to type out the recorded message) and another call Q GA. The customer asked the same question again and the CA asked if he wanted to speak to a supervisor.	4/14/03	The supervisor tried to explain to the customer that it was just a misunderstanding and apologized for any problems. He yelled at the supervisor, saying she did not know what the word meant and needed some professional help, then hung up. The supervisor noted the CA's screen did not contain (sounds female). He called in again and told the supervisor "word definition misunderstanding nice work for say someone is ignorant."
94	4/14/03	The customer complained saying the CA mishandled his call. He was not very clear on just what the specific problem was but it concerned GA, GA to SK and SK to SK.	4/14/03	Unable to determine the exact nature of the customer's complaint.
95	4/23/03	The customer said he had been on a call about 3 o'clock with the doctors office and thinks he got disconnected. He said he also called in this morning and the same CA answered and was not able to read him.	4/23/03	The supervisor asked another supervisor while the customer was typing if anyone had reported problems around 3 PM and was told yes. Another CA had been on a call and her computer had locked up. Both the CA and the supervisor had tried to unlock the position but could not so they had to shut down the computer. The supervisor told the customer what had happened and apologized for the trouble. The customer said we should turn off that computer until we get the problem fixed. The supervisor thanked him for calling in and letting us know. He said goodbye and hung up. There was a "do not occupy" tag on the computer so no one used it until the technician repaired it.
96	5/2/03	The customer said she wanted the CA to dial a number for her and the CA wanted to know what LD Company she wanted to use. She could not understand why she was asking for an LD company	5/2/03	The supervisor apologized to her and said it sounded like equipment problems but it would be reported. The customer thanked the supervisor and hung up.

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		when it was a call within her local city. She said she hung up and called back in and got a different CA and the call was placed just fine.	5/2/03	Technical personnel checked the equipment, but could not determine the reason for the crossover.
97	5/4/03	The customer called in several times in the afternoon complaining that SBCLD would not work for his interLATA calls.	5/4/03	The supervisor explained to him that it was an external issue and out of our control and offered another carrier. The customer wanted to know if it would be fixed in a few minutes or a few hours. The supervisor explained to him no, that we had no idea when it would be fixed, & he needed to choose another carrier. The supervisor seemed to think the customer was having some difficulty understanding the explanation.
98	5/5/03	The customer was complaining again that he could not use SBCLD for his long distance calls. He thought someone at the relay was blocking his calls.	5/5/03	The supervisor explained that a lot of our customers are having trouble placing calls with the relay using SBCLD and they are working on correcting the problem. He said he was glad to know it was not a problem with him personally and said he understood.
99	5/5/03	The customer again was asking about SBCLD problems. He wanted to know when the problems were going to be fixed and if we would cover the difference in price since it's not his fault we can't get SBCLD to work. He stated it was legally our responsibility to pay the difference in price but he's not going to waste his time taking the Relay to court. The customer also stated it was in our contract to provide SBCLD as a choice and we are breaking our contract for not allowing him to make that choice as his long distance company.	5/5/03	The supervisor told him we were working on the problem and hoped it would be fixed soon. The supervisor told him the area manager would be e-mailing him soon regarding the billing situation. The customer thanked the supervisor and hung up. The area manager e mailed the customer later in the day with a detailed explanation of why SBCLD was not working for relay customers. It was a SBCLD issue/decision, and was not because the relay could not comply with the customer's choice.
100	5/6/03	The customer complained that the CA had not given him a chance to say he only wanted to talk with	5/6/03	The supervisor apologized for the problem & advised him we would talk with her. The customer then

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		a specifically named person at the local athletic association. He wanted to make sure that we "straightened out" this CA.		went on to make his call. The supervisor spoke with the CA and she said she typed "recording, do you want to wait for live person." He then started talking as if the person was on line. When he was done, she said again, "You have reached a recording sir, do you want to wait for a person" and he then said "bye sksk" and hung up. He never indicated to the CA that he was aware of what she had typed.
101	5/6/03	The customer said that the CA was rude and hung up on her without placing her call. She said when she called back the second CA, whose number she did not get, she hung up on her also. She said she tried to explain to the second CA about what happened on the first call but she typed "goodbye sk" and hung up on her.	5/6/03	The supervisor apologized to her and told her we would write up a report and give it to a manager.
			5/6/03	Manager investigation found no CA who had hung hung up on any customer. Not sure if the customer's equipment had problems, or what had happened.
102	5/6/03	The customer said that AT&T and SWB won't take relay calls because of billing issues, but Sprint will. He went on to discuss billing issues going back several years, and said that now when Relay makes a long distance call they will not complete the call using SWB or AT&T because they do not want to compete. He also said that Relay will not put through SBC calls because it might cause SBC entrapment, but the federal government will make a determination and force them to do so.	5/6/03	The area manager's e mail of 5/5/03 had explained fully the issue of Carrier of Choice, and that the relay center can comply with any choice. However, it is still within each company's decision to accept the relay call on their network, or turn it back
103	5/16/03	The customer said he asked the CA to dial DA in his local city for members of his family, one nephew one a brother. He gave the CA the address and 1st 3 numbers to check on and the CA came back on the line and said there was only one listing with a different prefix. The customer then asked the CA to	5/16/03	The supervisor stated they would make a full report and apologized for the inconvenience. The customer said thank you and did not want any other calls.
			5/16/03	Manager spoke with the first CA, and there had

TRS COMPLAINT LOG
Prepared by SBC Kansas Relay Center
Reporting Period
June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		dial his sister who is on his speed dial list. The customer said the CA told him a recording said that number had been changed. He felt the CA gave him bad numbers and misinformation on purpose. After he hung up from that CA he dialed back in and got a different CA who called DA and gave him the correct numbers. This further convinced him the first CA "had a blast giving incorrect information."		been no intentional misinformation given. Not sure if the customer mistyped the original number, or what had happened. Did review with the CA to relay exactly the information DA provided.
104	5/21/03	The customer was not happy that she had tried for 7 minutes to get into the Relay Center and kept getting our recording. She said she finally hung up and called back in and finally got a CA. She stated she felt the area manager should know about this because she thought at almost midnight people would be in bed so she could not figure out why she could not get into the Relay.	5/21/03	The supervisor apologized for her trouble and explained that we were very busy with calls in que. The supervisor apologized again and asked if she wanted to make a call and she said "of course, that is why I called in." She then gave the CA a number to call.
			5/22/03	Manager investigation found the time stated had been very busy, and no equipment problems were found.
105	5/27/03	The customer said he asked the CA to dial DA to get a number. He said the CA didn't type the area code and typed the number so fast that he got confused. The next thing he saw was "another callq GA". He said he was not given a chance to read the number. He said he should report her but was not going to and then the CA hung up.	5/27/03	The supervisor said they would report it and thanked him.
			5/27/03	Manager spoke with the CA, and did not seem to have deviated from the appropriate procedure in this call. Manager did review DA call procedures.
106	5/30/03	The CA called the supervisor to look at computer's screen. The customer had told her that an answering machine would answer, and that she was to just type "beep" and switch to vco to let him leave a message. When the CA called a lady answered so she let him know that and he got mad	5/30/03	The supervisor stated he understood what happened, that he had told them to type "beep" when an answering machine came on. The supervisor stated that instead of an answering machine a "live" person answered so the CA could not follow his instructions. The customer started yelling at the

TRS COMPLAINT LOG
 Prepared by SBC Kansas Relay Center
 Reporting Period
 June 1, 2002 - May 31, 2003

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
		<p>saying she couldn't follow instructions and he didn't believe her when she told him that someone had answered. He said he was going to get a professional CA to make the call. The next CA called the supervisor over to look at her computer screen because she got the customer next and the same thing happened and he hung up on her. A third CA called the supervisor over because the customer wanted to speak to a supervisor. The supervisor identified himself as male, but the customer kept calling him "ma'am". He stated 2 CA s did not follow his instructions.</p>		<p>supervisor stating "that I was not doing my job right, that I just told him that he was full of shit, and that I was not supposed to side with the CA's against the customer. He continued to curse and yell and would not let the supervisor answer. The supervisor had to disconnect the call at that point. The customer called back in and gave the same instructions to the CA. Again, a person answered instead of the machine. The customer again started yelling and saying that the CA was not following his instructions, was lying to him about a live person answering the phone. The CA dialed the number again, explained to the person that the caller would be speaking as if to leave a msg, and would not expect an answer from her. The CA typed "beep" to the customer, he left a "message", even though there was a live person on line, and then disconnected.</p>